



# GLOBAL TECHNICAL COMMUNICATIONS

NEVADA  
QUARTERLY REPORT  
APRIL – JUNE 2023

NEVADA MOBILE COMMUNICATION ACCESS PROJECT



## OBJECTIVE

- GTC will provide training on how the ASL Anywhere app works and how it benefits individuals, agencies, and organizations.
- Training will be provided to individuals with I/DD's state and local agencies, organizations, and any interested constituents. GTC will collaborate with the Nevada Commission for Persons who are Deaf and Hard of Hearing in consulting with service providers and policymakers.
- GTC will provide packages to NVCC, DETR/BVR as a mode of sample/trial period to monitor the need for sign language interpreting services in the I/DD community and the need for the application. GTC will monitor these agencies, and all findings will be reported to NGCDD to evaluate the need and effectiveness of the application and service provided. The monitoring and data collection will also help determine any barriers and overall benefits of these services in the I/DD community and, overall, for the state/local agencies and any organizations interested in adopting this application/services beyond the first year.



## ACTIVITY THREE

- GTC will collect information/data on the impact of the services as well as how many new packages are purchased, the number of people applying for the services, the number of people registered, and all information on impacts, barriers, and necessary modifications to the services.
- GTC will continue outreach/marketing through social media, emails, and virtual platforms.
- Training will be offered by the individual and agency demand.
- GTC will continue collaboration through the process with the Nevada Commission for Persons who are Deaf and Hard of Hearing.
- GTC will collect consumer surveys and all data to understand and recognize the benefits of the application/packages and any impact and barriers. This information will be reported to NGCDD quarterly.



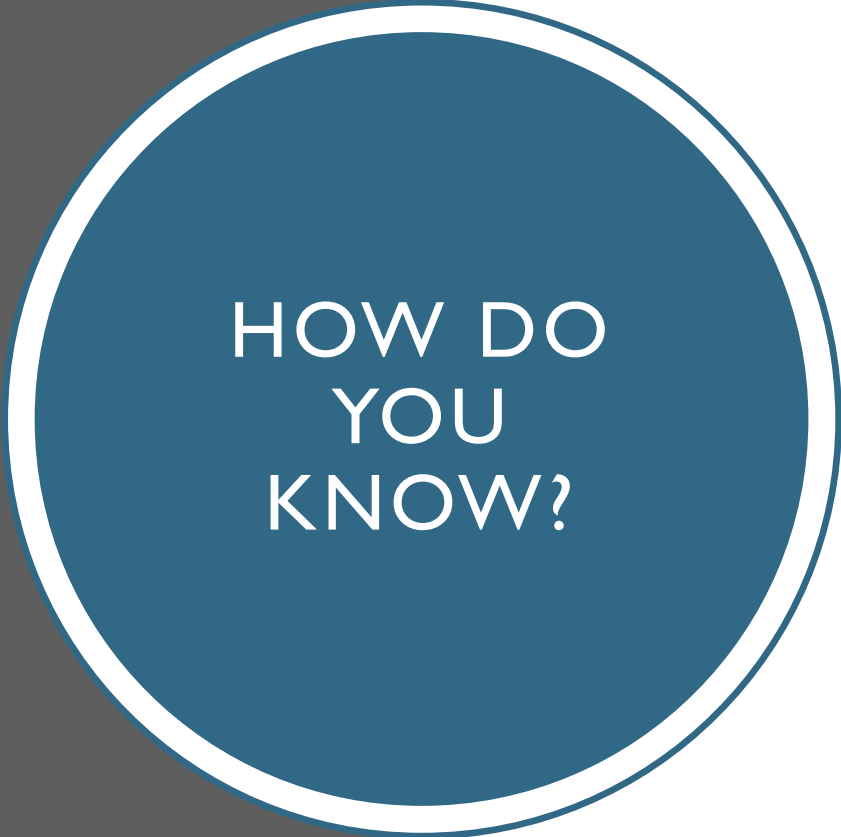
# WHAT

- GTC had a booth and promoted ASL Anywhere at the legislative event in Carson City and Camp SignShine-CRAVE Transition Day.
- Monitored the consumers' and service providers' usage of the app. Sent out emails with the signed videos encouraging them to use the app.
- Reached some consumers via FaceTime and videophone to get their testimonies or encourage them to do the survey.
- Provided technical support to the consumers who had problems connecting with the interpreters.
- Followed up with the Nevada Cares Connections (3 centers) and asked them if they had any walk-in consumers each month. They responded that they had none. They said they needed to publicize to their community about the accessibility.



## IMPACT OF ACTIVITY

- ❖ GTC received twenty-one (21) applications. Sixteen (16) applications plus two (2) DETR-BVR centers were processed. Four (4) individuals were not eligible.
- ❖ The data showed that they got information mostly from agencies/service providers (8), meetings (2), and word of mouth (3).
- ❖ GTC provided the consumers with technical support and online training.
- ❖ Eight (8) individuals asked for assistance downloading the app, and at the same time, they received training on how to use the app. Two (2) individuals asked GTC to help them fill out the application.
- ❖ Five (5) out of 17 consumers submitted the survey.



## HOW DO YOU KNOW?

- Number of packages is slowly increasing each month.
- Parents of one deaf child and two adults with special needs received a 60-minute package.
- A total of 5 surveys for this quarter were completed.
- As of June 30th, ninety-six (96) consumers plus five (5) service providers received 60-minute packages.



## CHALLENGES

- GTC reached ASL Anywhere users who have 60 minutes and have not utilized them yet and encouraged them to use the app to enhance their experiences.
- GTC did numerous follow-ups via emails, texts, and VP calls to seek feedback and/or testimonials or complete the survey. They are not responsive.



## TESTIMONIAL & FEEDBACK

### **Overall Testimonial & Feedback:**

- ASL Anywhere is a good app.
- ASL Anywhere is the best thing I have ever had regarding communication with the hearing person(s)
- I live in a small town where on-site interpreters are unavailable. It is a blessing to have ASL Anywhere app.
- I use the ASL app for medical visits, employment interviews, and family chats. I am very thankful for the app.

### **Negative impacts:**

- Need more minutes. It would be nice to have unlimited minutes. One 60-minute package is not sufficient. I can't afford to pay for the interpreting services.
- ASL Anywhere doesn't provide 24/7 services.





## ADDITIONAL NARRATIVE

- The grant for ASL Anywhere is close to the end. GTC is very grateful for the wonderful collaboration with the NV Governor's Council on Developmental Disabilities and the NV Commission for Persons who are Deaf and Hard of Hearing.
- GTC has recently submitted a proposal to continue providing ASL Anywhere interpreting services to consumers and service providers.
- On behalf of Global Technical Communications, we want to express our sincere thanks to the NV Governor's Council on Developmental Disabilities and NV Commission for the Persons who are Deaf and Hard of Hearing and NV consumers for making the project possible.

# DEMOGRAPHICS

## Age

14-17	1
18-26	3
27-35	1
36-45	6
46-55	2
56-65	2
66+	1

## Gender

Male	8
Female	8
Non-binary	0
Other	0

## Race

Asian	2
Black/African American	4
Hispanic/Latino	3
Native American	0
White/Caucasian	6
Other	1

## Disability

Deaf	11
Deaf Plus	3
Hard of Hearing	2

## Total Annual Household Income

\$12,800	7
\$12,800-\$25,760	3
\$25,760-\$51,521	5
\$51,521	1

## Where did You Learn about the Program

Word of Mouth	3
Text Message	0
Social Media	0
Meetings	2
Agencies/Providers/ Organizations	8
Others/No Answer	3